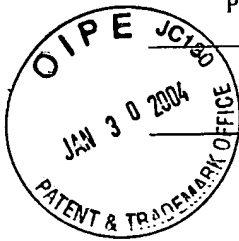


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GROUP 3600

Our Case No. 10022/225

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)

Missinhoun, Jean L.)

Serial No. 09/608,293)

Filing Date: June 30, 2000)

For SYSTEM AND METHOD FOR)
PROVIDING A MULTI-CHANNEL)
CUSTOMER INTERACTION)
CENTER)

Examiner Boyce, Andre D.

Group Art Unit No. 3623

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir/

In response to the Office Action dated August 27, 2003 having a period for response set to expire January 27, 2004 as extended by the enclosed Petition for Extension of Time, please amend the application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks begin on page 11 of this paper.